

MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003

June 2002

TTY June 3, 2002

The customer complained she had to wait on the line for a CA when calling into the relay service.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, RI and handled by the National Customer Care Center.

Resolution: Apologized to the customer, and explained it would be reported.

Contact Closed: June 4, 2002

FCC: Answer Performance

TTY June 6, 2002

The customer had several complaints including waiting for an available operator and operators not providing their ID before a number is provided.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized to the customer for the inconvenience, and thanked him for reporting these issues.

Contact Closed: June 6, 2002

FCC: Answer Performance

TTY June 6, 2002

The customer complained the CA did not type the entire recorded message.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Advised the customer the CA did type the recorded message verbatim, and the customer hung up.

Contact Closed: June 6, 2002

FCC: Verbatim

TTY June 10, 2002

The customer complained the operator's typing was slow.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Informed the customer the operator would be reviewed concerning his/her complaint.

Contact Closed: June 10, 2002

FCC: Typing Issue

TTY June 11, 2002

The customer complained she did not like the way the automation is handled because she has to wait for an operator to come on the line.

Category: Methods Related

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Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and explained how the upfront automation works.

Contact Closed: June 11, 2002

FCC: Answer Performance

Voice June 12, 2002

The caller reported receiving a busy signal when dialing Maryland Relay.

Category: Other (Equip)

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Reported the problem for technical investigation. Attempted to reach the customer for additional information, but was unsuccessful.

Contact Closed: June 25, 2002

FCC: Answer Performance

TTY June 23, 2002

The customer complained about the operator's typing.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: June 23, 2002

FCC: Typing Issue

TTY June 26, 2002

The customer complained he had to wait a long time to reach the relay service.

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the Account Manager.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 11, 2002

FCC: Answer Performance

TTY June 26, 2002

The customer complained the operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: June 26, 2002

FCC: Verbatim

TTY June 26, 2002

The customer reported that he tried calling relay several times, and the line never answered.

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Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Thanked the customer for reporting the problem, and forwarded his comments for investigation.

Contact Closed: June 28, 2002

FCC: Answer Performance

TTY June 26, 2002

The customer was very concerned that several times when calling relay the line just rang with no answer.

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Apologized for any problems this caused, and explained that a technical problem had occurred during the time he was calling.

Contact Closed: June 28, 2002

FCC: Answer Performance

TTY June 28, 2002

The customer had several complaints including operator typing/spelling errors, and having to wait for a recorded message to be relayed.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Apologized for any problem he experienced, and suggested the customer provide up front instructions when calling an automated system.

Contact Closed: July 1, 2002

FCC: Typing Issue

Voice June 28, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized to the customer and explained that there were technical problems during the time she was attempting her calls.

Contact Closed: June 28, 2002

FCC: Answer Performance

July 2002

TTY July 8, 2002

The customer complained the relay service numbers are answered by a recording, and callers are getting no response.

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Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and thanked the customer for reporting the problem.

Contact Closed: July 8, 2002

FCC: Answer Performance

TTY July 15, 2002

The customer complained the operator typed too slow, and operators did not abbreviate properly at the beginning of his conversations.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer his comments would be shared with the operator's Manager and the Technical Department.

Contact Closed: July 15, 2002

FCC: Typing Issue

TTY July 19, 2002

The customer complained about the slow speed at which he received the operator's typing on 2Line VCO calls.

Category: Other (Equip)

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Reported for investigation.

Contact Closed: August 15, 2002

FCC: Typing Issue

TTY July 19, 2002

The customer complained the operator had too many typing errors.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer a report would be filed.

Contact Closed: July 19, 2002

FCC: Typing Issue

TTY July 21, 2002

The customer complained of a delay before operators come on the line and inform him that VCO is on.

Category: Methods Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and thanked the customer for providing his feedback.

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Contact Closed: July 23, 2002

FCC: Answer Performance

TTY July 24, 2002

The customer complained the operator typed too slow.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: July 24, 2002

FCC: Typing Issue

TTY July 29, 2002

The customer complained the operator did not type verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience and offered to provide her further assistance.

Contact Closed: July 29, 2002

FCC: Verbatim

August 2002

TTY August 1, 2002

The customer had several complaints including her profile not being active, and delays before reaching an operator.

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the Account Manager.

Resolution: Thanked the customer for providing her feedback, and advised her to request a supervisor if any problems arise during her calls.

Contact Closed: August 3, 2002

FCC: Answer Performance

TTY August 1, 2002

The customer complained her profile was not active, the Relay Service is not answered by a live Operator and about delays in response time.

Category: Scope of Service

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Thanked the customer for providing feedback, and assured her that efforts will be made to improve service.

Contact Closed: August 1, 2002

FCC: Answer Performance

TTY August 7, 2002

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The customer complained the operator's typing was slow and had many errors during her call.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Reported the issue to the Operator's manager for further review.

Contact Closed: August 7, 2002

FCC: Typing Issue

Voice August 7, 2002

The customer complained the operator was not transparent during her relay call, and did not keep track of what was being voiced.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer, and assured her the information would be reviewed with the Operator.

Contact Closed: August 7, 2002

FCC: Transparency

TTY August 12, 2002

The customer complained the operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: August 12, 2002

FCC: Verbatim

TTY August 15, 2002

The customer had several complaints which included lengthy operator greetings at the beginning of his relay calls and frequent typing errors.

Category: Other (Misc)

Escalation: Received by the Account Manager and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: August 16, 2002

FCC: Typing Issue

TTY August 15, 2002

The customer had several complaints which included operators mispronouncing her last name and frequent typing errors.

Category: Other (CA/OPR)

Escalation: Received by the Account Manager and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: August 16, 2002

FCC: Typing Issue

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TTY August 19, 2002

The customer complained the operator's typing contained many errors during his relay call.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Forwarded the customer's concerns to the operator's manager.

Contact Closed: August 19, 2002

FCC: Typing Issue

TTY August 26, 2002

The customer complained about the operator's typing speed.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: August 26, 2002

FCC: Typing Issue

Voice August 29, 2002

The customer had several complaints including dissatisfaction with AT&T Relay Customer Care, Caller ID, Carrier of Choice, and CA typing speeds.

Category: Other (Misc)

Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.

Resolution: Made several attempts to reach him, but the customer was not available. Left him messages that included the number for customer care.

Contact Closed: September 1, 2002

FCC: Typing Issue

September 2002

TTY September 3, 2002

The caller commented on the delay when he calls into relay before he gets the actual operator number. He also mentioned delays in dialing.

Category: Other (Equip)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Explained the initial automation when he calls into relay, and thanked him for reporting his concerns.

Contact Closed: September 3, 2002

FCC: Answer Performance

Voice September 4, 2002

The customer reported that the Operator did not remain transparent on her call. When

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reaching the forward party, the Operator interrupted the call.

Category: Attitude and Manner

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Forwarded the customer's comments to the Operator's manager for appropriate action.

Contact Closed: September 4, 2002

FCC: Transparency

TTY September 5, 2002

The customer complained about long times to reach an operator.

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Explained the initial automation when dialing relay, and thanked the customer for his comments.

Contact Closed: September 11, 2002

FCC: Answer Performance

Voice September 6, 2002

The customer reported that the operator did not remain transparent and interrupted the call.

Category: Other (CA/OPR)

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Forwarded the customer's comments to the operator's manager for appropriate action.

Contact Closed: September 6, 2002

FCC: Transparency

TTY September 12, 2002

The customer had several complaints including waiting too long for an Operator and an Operator refusing to dial a number for him/her.

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the same.

Resolution: Documented complaint and forwarded it to the Operator's manager for review.

Contact Closed: September 12, 2002

FCC: Answer Performance

TTY September 12, 2002

The customer complained that the operator acted as if she were part of his conversation, and would not place a sequence call for him.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

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Resolution: Apologized for the inconvenience, and assured the customer his complaint would be reported.

Contact Closed: September 12, 2002

FCC: Transparency

Voice September 17, 2002

The customer complained about the operator's typing speed.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: September 17, 2002

FCC: Typing Issue

TTY September 19, 2002

The customer complained that the operator did not remain transparent.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 19, 2002

FCC: Transparency

TTY September 20, 2002

The customer complained the operator typed slow and made many mistakes.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: September 20, 2002

FCC: Typing Issue

TTY September 26, 2002

The customer had several complaints including waiting for an operator to come on the line, VCO being cut off, and her calls being disconnected.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for any problems she has been having.

Contact Closed: September 26, 2002

FCC: Answer Performance

TTY September 27, 2002

The customer complained the Operator did not type the name of the business he was calling.

Category: Attitude and Manner

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Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized to the customer and advised him his complaint would be documented.

Contact Closed: September 27, 2002

FCC: Verbatim

October 2002

TTY October 7, 2002

The caller complained the operator typed slow.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: October 8, 2002

FCC: Typing Issue

TTY October 10, 2002

The customer complained the operator made rude comments to the customer during a call.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: October 11, 2002

FCC: Transparency

TTY October 24, 2002

The customer complained the operators were slow to respond.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer that the operators' managers would follow-up accordingly.

Contact Closed: October 25, 2002

FCC: Answer Performance

Voice October 27, 2002

The customer complained the operator kept prompting him/her to respond.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 28, 2002

FCC: Transparency

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November 2002

Voice November 11, 2002

The customer complained of operators engaging in personal conversations with one another while relaying her call.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer her complaint would be reported.

Contact Closed: November 12, 2002

FCC: Confidentiality

TTY November 12, 2002

The customer complained the operator did not keep track of what was voiced during a call.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Reported the issue to the operator's manager for review.

Contact Closed: November 12, 2002

FCC: Verbatim

TTY November 27, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Attempted to apologize, but the customer hung up.

Contact Closed: November 27, 2002

FCC: Verbatim

December 2002

TTY December 3, 2002

The caller complained about the operator's typing errors in a message left on his answering machine. The operator also did not provide his/her gender.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 5, 2002

FCC: Typing Issue

TTY December 5, 2002

The customer complained about long a wait time before reaching an operator at the

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Maryland Relay.

Category: Answer/Wait Time

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized, and explained to the customer that settings in his profile may delay the call.

Contact Closed: December 6, 2002

FCC: Answer Performance

TTY December 9, 2002

The customer complained that the operator did not properly announce a call to him, and typed extremely slow during the call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 9, 2002

FCC: Typing Issue

TTY December 13, 2002

The customer complained she had to wait a long time to reach a operator.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: December 13, 2002

FCC: Answer Performance

TTY December 16, 2002

The customer complained that the operator typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: December 16, 2002

FCC: Typing Issue

Voice December 16, 2002

The customer complained about the operator's typing mistakes.

Category: Typing Skill/Speed

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Pending.

Contact Closed:

FCC: Typing Issue

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January 2003

TTY January 3, 2003

The customer complained the operator added information to the message he/she wanted to leave on a pager.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: January 3, 2003

FCC: Transparency

TTY January 3, 2003

The customer complained about the operator's typing skills.

Category: Typing Skill/Speed

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: January 3, 2003

FCC: Typing Issue

Voice January 10, 2003

The customer complained of operators making rude personal statements, not being helpful, and not following instructions.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience, and mentioned that all operators must follow a code of conduct during relay calls.

Contact Closed: January 11, 2003

FCC: Transparency

TTY January 14, 2003

The customer complained the first operator was not transparent, and the second operator failed to provide the number for TAM.

Category: Attitude and Manner

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Forwarded the complaints to the operators' managers for review.

Contact Closed: January 15, 2003

FCC: Transparency

TTY January 16, 2003

The customer complained the operator provided his/her number to another party without authorization.

Category: Other (CA/OPR)

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Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer, and explained that his/her number may have appeared on Caller ID.

Contact Closed: January 17, 2003

FCC: Confidentiality

February 2003

TTY February 11, 2003

The customer complained the operator typed too slow, misspelled many words, and was rude.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: February 11, 2003

FCC: Typing Issue

TTY February 27, 2003

The customer complained about the numerous typing mistakes made by the operator.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: February 27, 2003

FCC: Typing Issue

March 2003

TTY March 6, 2003

The customer complained that the operators were very unprofessional by not remaining transparent during his calls.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operators' managers would follow up accordingly.

Contact Closed: March 7, 2003

FCC: Transparency

Voice March 24, 2003

The customer complained that the operator was slow and could not keep up with his conversation.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's

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manager would follow up accordingly.

Contact Closed: March 24, 2003

FCC: Typing Issue

April 2003

TTY April 5, 2003

The caller is upset with the operators typing speeds and errors.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: April 5, 2003

FCC: Typing Issue

Voice April 14, 2003

The customer was upset that the operator did not remain transparent during his call.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer. Investigated and found that the call had not been placed through Maryland or AT&T Relay.

Contact Closed: April 18, 2003

FCC: Transparency

May 2003

Voice May 9, 2003

The customer complained that the operators are rude and type too slow.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience. At that point, the customer hung up.

Contact Closed: May 9, 2003

FCC: Typing Issue

TTY May 12, 2003

The customer complained that the operators type too slow, misspell words, hang up premature, and do not keep her informed during relay calls.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Thanked the customer for providing her feedback. Advised her to provide operator ID numbers in the future so we could investigate.

Contact Closed: May 12, 2003

FCC: Typing Issue

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TTY May 22, 2003

The customer complained the operator typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow accordingly.

Contact Closed: May 22, 2003

FCC: Typing Issue

TTY May 30, 2003

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 30, 2003

FCC: Verbatim